



OFFICE OF CHAIRMAN BRENDAN CARR

FCC Proposes Robocall Scorecard to Better Inform Consumers of Industry Efforts to Fight Illegal Robocalls

Public Notice Seeks Comment on Ways to Make Scorecard an Effective Tool for Consumers

WASHINGTON, September 2, 2026—Today, FCC Chairman Brendan Carr released a [Public Notice](#) seeking comment on the creation of a new consumer tool, a Robocall Scorecard, aiming to empower consumers to make informed choices when it comes to their voice service provider. This action marks the latest step in the Commission’s broader effort to attack and stop illegal robocalls at every point in their life cycle.

Chairman Carr issued the following statement:

“Combatting the scourge of illegal robocalls remains the FCC’s top consumer protection priority. And since I became Chairman, we have been tackling the problem at every point of the call path. In keeping with this steady drumbeat of work on behalf of American consumers, today’s announcement reinforces the agency’s dedication to protecting consumers from illegal robocalls and ensuring they have the tools they need to make informed choices. As proposed in today’s Public Notice, the FCC aims to develop a Scorecard that will give consumers more information about the measures providers are taking to fight illegal robocalls, and it will also incentivize providers to improve their efforts.”

Additional Background Information:

The Public Notice seeks comment on a number of key principles for the creation and usability of a Robocall Scorecard. This includes ensuring that it is easy to understand and accessible to consumers, establishing rating criteria that are relevant and accurate, and creating an iterative process to improve the Scorecard. It also distinguishes between two categories of potential metrics: conduct-based metrics and outcome-based metrics and seeks comment on the Commission’s approach to data sources and metrics to ensure these are relevant to providers’ success and accuracy in protecting their customers from illegal robocalls. The Public Notice seeks comment on these topics as well as ways to ensure that rating criteria and data are derived from sources whose reliability limitations are clearly disclosed, without inherently disadvantaging any particular provider.

Comments submitted in response to this Public Notice will help to inform the final criteria that will be used to evaluate the effectiveness of provider efforts to protect their customers from illegal robocalls. Consumers can visit fcc.gov/robocalls for tips and resources for avoiding illegal robocalls.

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